



## HUSSEIN KHALIL

### Style Manager

#### PROFILE

Housekeeping professional with solid experience in development, growth and leadership of personnel in room division.

Detail oriented and organized, able to meet deadlines and excel in multiple assignments, very good in implementing effective systems, strategies and procedures to improve service quality, productivity and performance of the team

Hotel Cleaning Champion and leading the monthly Marriott Commitment to Clean audit.

#### CONTACT



Abu Dhabi - Mohamed bin Zayed City



+971506123352



Hussein.Khalil@mail.com



24 July 1977



Syria

## RESUME

### EDUCATION

- BA in Hospitality Management from Bournemouth University - England 2002
- Higher diploma in Hotel Administration from College of Tourism and Hotel Management Cyprus 2001
- Diploma in Front Office Procedures & Housekeeping from Educational Institute of American Hotel and Lodging Industry 2000-2001

### EXPERIENCE



#### 2018- Now

##### Style Manager (Executive housekeeper)

W Abu Dhabi by Marriott – Yas Island (499 rooms)

Area of responsibility (Rooms, Public Area, Laundry & Uniform)

#### 2015-2018

##### Assistant Executive housekeeper

Yas Viceroy Hotel Abu Dhabi (499 rooms)

Area of responsibilities (Rooms, Public Area, Laundry & Uniform)

#### 2014-2015

##### Housekeeping Manager

Emirates Palace Hotel- Abu Dhabi (394 rooms)

Area of responsibilities (Rooms, Public Area)

#### 2011-2013

##### Duty Manager

Emirates Palace Hotel- Abu Dhabi (394 rooms)

#### 2010 -2011

##### Night Manager

Emirates Palace Hotel- Abu Dhabi (394 rooms)

#### 2007-2010

##### Assistant Head Concierge

Emirates Palace Hotel- Abu Dhabi (394 rooms)

## TRAINING

- Train the trainer
- Transformational leadership
- Quality guest service
- Brand training
- Service recovery (complain handling)
- Time to talk together
- DNA flair management workshop
- Departmental trainer workshop
- GHA discovery workshop
- Fire & safety
- Crises incident management training
- Essential collaboration
- EHSMS awareness training
- Time to talk training
- Connect - Quality conversations
- Protocol & Etiquette Training
- Finance for non-finance
- Competency-Based Interviewing Skills
- Foundation of cleaning

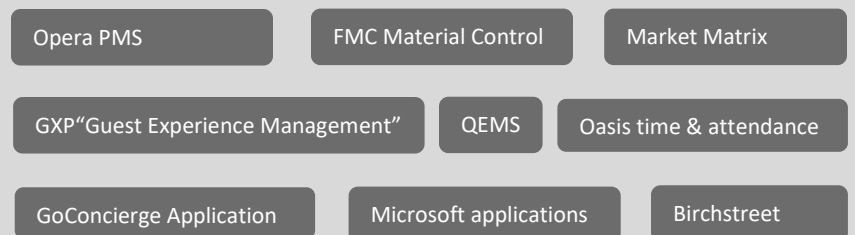
## OTHER BACKGROUND

- Chosen to be part of "Stronger together" campaign by DCTA in 2020 after the first lockdown.
- Former Les Clefs d'Or member UICH "Golden Keys"
- GHA Discovery Hotel Champion- hotel loyalty program 2012-2014
- Good Knowledge of handling and dealing with Protocol & Delegations
- Viceroy Leadership award 2016
- Hotel Cleaning Champion

## KEY SKILLS



## TECHNICAL SKILLS



## LANGUAGES

